

Multi-platform Remote Control | Mobile Control from iOS and Android | Windows 10 support | Interactive Thumbnail Views  
Systems Management and Inventory | LAN, WAN and Internet enabled | One time licence purchase



**NetSupport Manager v12.5** delivers the very latest in remote PC support and desktop management capabilities. From a desktop, laptop, tablet or smartphone, monitor multiple systems in a single action, deliver hands-on remote support, collaborate and even record or play back sessions. When needed, gather real-time hardware and software inventory, monitor services and even view system config remotely to help resolve issues quickly.

Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single solution for remote support - without the need for a third-party service or ongoing subscription costs.

Over 28 years' development and 16,000,000+ PC install base = Industry recognised, the most stable, feature rich and secure Remote Control solution available.

## What's New

With a logical interface designed for desktop and tablet platforms, enhanced iOS and Android versions, full support for Windows 10 and Chrome OS compatibility, NetSupport Manager v12.5 maintains its position as the most flexible multi-platform remote control solution on the market.

New feature highlights include a Client app for Android tablet and smartphone support (Android 4 or later). NetSupport Manager v12.5 Control users can now remotely connect to Android devices, enabling real-time interaction and support on the go. Also, IT staff can now launch a window to quickly and easily execute PowerShell commands at a selected Windows Client. Plus, new deployment enhancements allow users to send a Wake-on-LAN command to machines that are not turned on and quickly locate machines local to the Control.



NetSupport Manager offers comprehensive multi-platform support from Windows, Mac, iOS and Android to any Windows, Android, Mac, Linux and Google Chrome OS devices.

For a general overview of NetSupport Manager's key features, see below. Alternatively, to find out more about the features specific to each platform, please visit [www.netsupportmanager.com/resources.asp](http://www.netsupportmanager.com/resources.asp).



## Key Features Overview

### Environment

- Browse, locate and connect to all systems across your LAN, WAN or over the internet.
- Connect over TCP/IP or HTTP protocols (legacy support provided for IPX and NetBIOS).
- Communicate over LAN, WAN, internet, PSTN, ISDN or mobile connections.
- Support for 64bit processors.
- Communicate seamlessly between systems that are all located behind different firewalls using the included NetSupport Internet Gateway component.
- Fully integrated remote deployment utility.
  - Quickly locate machines local to the Control.
  - Send a Wake on LAN command to machines not turned on.

### Remote Control

- Watch, Share or Control the screen, keyboard and mouse of a workstation irrespective of colour resolution, network protocol or operating system.
- Optimise the Remote Control colour quality when managing systems over very slow connections.
- Monitor the screens of all connected systems with real-time thumbnails. Mouse over a selected PC to zoom your view.
- Scan multiple systems, cycle through one or multiple workstations displaying their screens on your Control console.
- Show your screen, a selected monitor or just a selected application to any number of connected computers for real-time instruction.
- Annotate your screen with a range of drawing tools during a Remote Control session or Show session.
- Full Text and Audio Chat and Messaging between two or multiple systems.
- Full Audio Chat during a Remote Control session.
- Capture screenshots during a session for future reference.
- Record screen activity to a video "replay file" for training or security.
- To aid both training and the effectiveness of support, a Whiteboard feature is also provided from within a chat session.

### Support Tools

- Gather a full Hardware and Software inventory from the Client PC to aid in remote support.
- Gather details of all hotfixes installed on the Client PC.
- View and Control applications, processes and services running on the Client.
- Remotely edit the registry of a remote system.
- Launch commands:
  - A local command prompt from a remote system on your PC.
  - A PowerShell window to execute commands at a selected client.
- Remotely Power On/Off, Log On/Off or Reboot a Client PC.
- Request Help - users can create help requests that can be directed to all or specific Control systems based on custom criteria.
- Support for Intel vPro technology is also provided as standard.
- Identify the approximate location of a remote device and automatically group by region.

### Move Information

- Transfer files between the Control and Client computer, synchronise folders and more.
- File Distribution - Drag and drop files from the Control PC to any number of connected systems in a single action.
- Identify and access folders currently in use on the Client PC within the File Transfer tree view.
- Remotely launch applications on remote computers.
- Capture and redirect the remote computer's print queue to the Control PC.
- Copy the content of the clipboard between Control and Client PCs.

### Flexibility

- PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.
- A full scripting and scheduling suite to automate tasks.
- Auto-Group systems based on pre-defined criteria, including Operating System, Geolocation, Case Type and Client version.
- Touch-enabled UI for use on Windows tablets, including portrait and landscape display modes.



## Connectivity Options

NetSupport Manager provides a range of connectivity methods to ensure devices are accessible no matter where they are located. First and foremost, NetSupport Manager requires the pre-installation of a "Client" component on any device you wish to connect to, and a "Control" component / app on any device you wish to initiate a remote control connection from.

### Local or Wide Area Networks

- Browse and locate computers over a LAN or WAN using TCP/IP or HTTP (legacy support for IPX and NetBIOS).
- Store all discovered devices in a company hierarchy, use auto or manually defined groups, either locally or stored centrally.
- Define a range of subnets for extended network browsing capabilities locally.
- Connect directly to known computers by PC name, DNS name or network address.
- Discover and connect to any number of devices in real time across differing environments.
- Optimised performance for both wired and wireless connections.

### Utilising the Internet

When you want to deliver seamless Remote Control between PCs that may be in different geographic locations and behind different firewalls, then the NetSupport Manager Communications Gateway module provides a stable and secure method for NetSupport-enabled systems to locate and communicate over HTTP. The Gateway module needs to be installed on a PC allocated with a static IP and accessible to both Control and Client PCs, even though both the Control and Client systems can be securely located behind their respective firewalls. The Gateway will only allow connections from computers using the same Gateway Security Key and is used to support staff or customers across different sites or where staff on the road need access to office resources. The Gateway is not needed for LAN/WAN-based communications.

### The NetSupport Manager Gateway module provides:

- Seamless and secure remote support between secure, firewalled networks and computers.
- No requirement to make any changes to your existing network or firewall security.
- Secure encrypted communications.
- Support for up to 6,000 simultaneous Client connections per gateway.
- Security key access control.
- User-authenticated access control.
- Multi-gateway redundancy removing a single point of failure for your connectivity.
- Full transaction logging.
- No dependency on an external third-party service.

### PIN Connect

The latest version includes a unique new PIN Connect feature. In essence, a technician can locate a user anywhere across the enterprise instantly, simply by both parties entering a matching and unique PIN code. Rather than browsing to discover the user's PC and needing to know their PC name, address details etc, the PIN process allows both parties to handshake seamlessly. The new PIN server module can run alone or alongside the Gateway module and is included as standard with NetSupport Manager. (See the "What's new in version 12" page for more details).

### Intel vPro Support

NetSupport Manager can be configured to browse for and locate PCs that have Intel vPro capability, enabling a variety of remote tasks to be performed, even where a NetSupport Client is not installed.

These include the ability to power on, power off and restart the remote machine when performing out-of-hours maintenance; view and reconfigure BIOS information; and, if necessary, boot from a remote operating system image.

When plugged into AC power, the above can be performed wirelessly on a notebook system.



## Security

Full and comprehensive security is built into all modules; everything from simple password protection through to integration with NT Security, Active Directory and 256 bit AES encryption. You can record and replay remote sessions for audit purposes, and even profile individual Control users and Client workstations to provide different security levels and capabilities

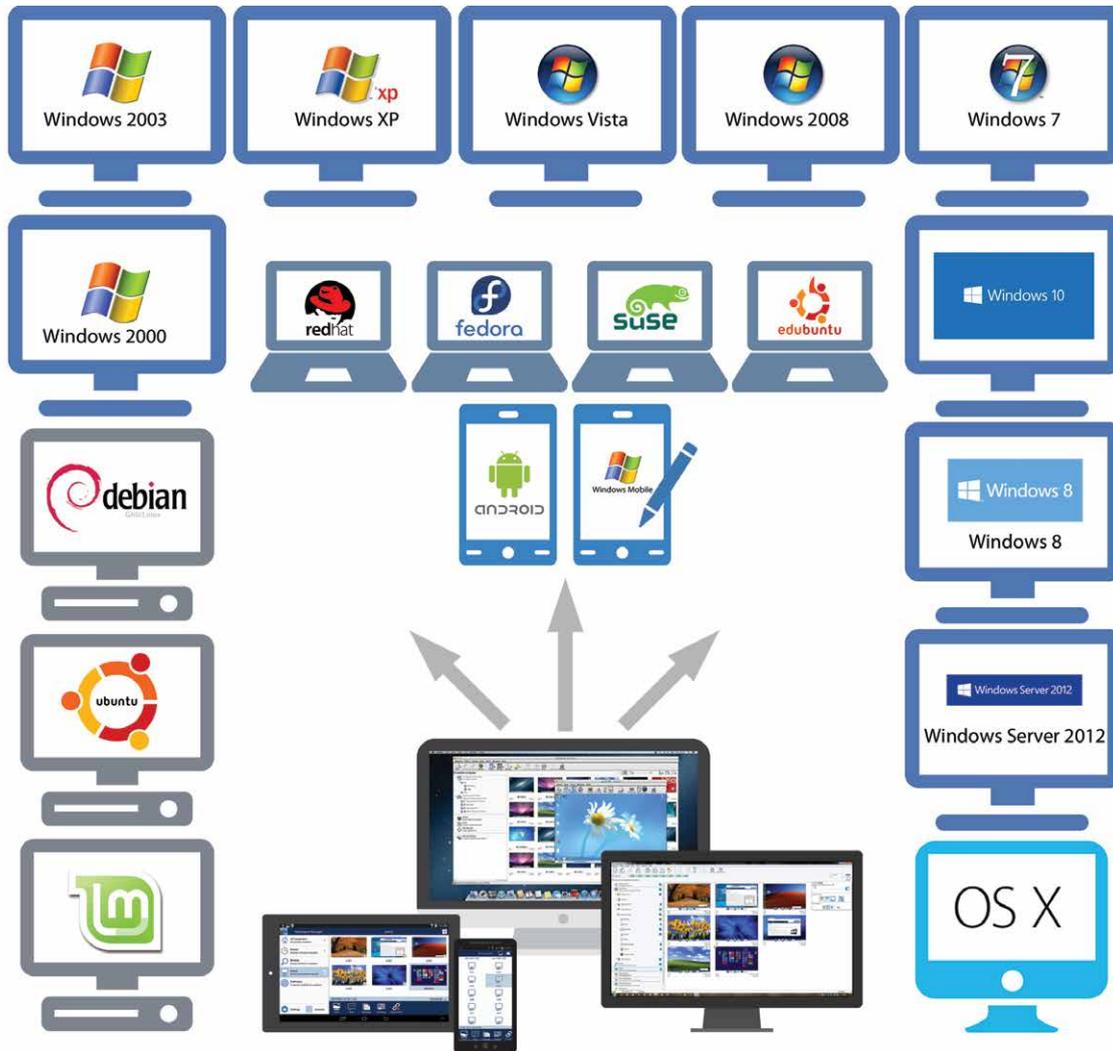
### Key Security Features

- Password protection of all systems.
- User acknowledgement (user must be present and authorise each inbound connection request).
- Security Keys (makes the licensed copy of NetSupport Manager unique to the organisation and non-compatible with other copies of the software).
- Record and replay remote control sessions to keep a history of all activity during a session.
- Limit connectivity by user account or originating IP address (only allow connections from known locations).
- Blank client screen when performing confidential actions.
- Auto logout of a remote system on disconnect (avoids a system being mistakenly left in a logged in state).
- User-defined Inactivity Timeout on open connections.
- Dialback security for dialup connections.
- Centrally deploy and manage security configurations from a single location.

### Integrated Security

- Integrate with existing NT user profiles to validate inbound user before a connection request is accepted.
- Integrate directly with Active Directory profiles for user validation.
- Supplied with Active Directory templates to enable system-wide compliance with pre-defined client configurations.
- Profiled functionality - allow different functionality to be available depending on the authenticated user making a connection.
- Full event and history logs including integration with OS event logs.





## SYSTEM REQUIREMENTS

### PC REQUIREMENTS:

Windows 10, 8 and 8.1 (32bit and 64bit), Windows Server 2012, Windows 7 (32bit and 64bit), 2008 (32bit, 64bit and R2), Vista (32bit and 64bit), 2003, XP (Service Pack 3 and above).

Legacy support provided for Windows 2000 and earlier, Pocket PC and Windows CE.

### LINUX REQUIREMENTS:

OpenSuSE 11.2, 11.3, 11.4 and 12.1, SuSE Enterprise Desktop 11, SuSE Enterprise Server 11, Ubuntu 9.04, 9.10, 10.04, 10.10, 11.04, 11.10 and 12.04, Debian 5 and 6, Red Hat Enterprise Linux 6, CentOS 6 and 7, Linux Mint 9, 10, 11, 12, 13 and 14 and Fedora 11, 12, 13, 14, 15, 16 and 17.

**Desktop Managers:** GNOME, KDE, Unity 2D, Ubuntu Classic (No Effects Only), MATE and Cinnamon.

### MAC REQUIREMENTS:

The NetSupport Manager Mac Control/Client supports Mac OS X version 10.11 to 10.10, (Leopard, Snow Leopard, Lion and

Mountain Lion, Mavericks, Yosemite) on Intel platforms.

### MOBILE:

The NetSupport Manager Mobile Control is available for FREE download from appropriate App Stores. The NetSupport Manager Client for Android can be installed on each Android device (4 or later) and connected from the Windows Control (v12.5 or above).

For more information visit: [www.netsupportmanager.com/mobile.asp](http://www.netsupportmanager.com/mobile.asp)

### Chrome OS:

A NetSupport Manager Control can communicate, via HTTP, with Google Chrome OS devices running the NetSupport Manager for Chrome Client extension.

For more information visit: [www.netsupportmanager.com/chrome.asp](http://www.netsupportmanager.com/chrome.asp)

## PLATFORM FLEXIBILITY



NetSupport Manager's extensive multi-platform support provides full remote control capabilities for Apple Mac, Android Linux and Chrome OS systems.

Browse and discover systems across your network, view real-time thumbnails of all connected systems and automatically group machines by OS and distribution for an instant overview of your IT infrastructure.

The NetSupport Manager Control for iOS and Android provides mobile remote control for existing NetSupport Manager users from any Apple iOS/Android tablet and smartphone or Kindle Fire.

Learn more about the support provided for these platforms - download a brochure from: [www.netsupportmanager.com/resources.asp](http://www.netsupportmanager.com/resources.asp)

Authorised Partner:

# NetSupport

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Designed to operate over your LAN, WAN or the internet, securely and without the need for firewall configuration, NetSupport Manager provides a single solution for remote support - without the need for a third party service or ongoing subscription costs. Adding to traditional 1:1 remote control capabilities, NetSupport Manager excels as a 1:many solution; from monitoring multiple systems in real-time, to showing the operator screen to multiple recipients for training, to file distributions across the network.

Over 23 years' development and 12,000,000+ PC install base = Industry recognised, the most stable, feature rich and secure Remote Control solution available.

The NetSupport Manager Mac Control and Client supports Mac OS X version 10.11 and later, Leopard, Snow Leopard, Lion and Mountain Lion, on Intel platforms.

#### Key features when connecting to/from an Apple Mac include:

- Browse, locate and connect to NetSupport-managed systems across your network.
- Connect over TCP/IP or HTTP protocols.
- Communicate over LAN, WAN, Internet, or mobile connections.
- PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.
- Watch and Share control of the screen, keyboard and mouse of the remote workstation.
- Monitor the screens of all connected systems with real-time thumbnails of each connected system.
- Gather a full Hardware and Software inventory from the client PC to aid in remote support.
- Transfer Files between the Control and Client computer.
- 'Show' your screen to any number of connected computers for real-time instruction.
- Remotely Power On or Off.
- Remotely Reboot a system.
- Remotely Logout a system.
- Full Text Chat and Messaging between two or multiple systems.
- Launch applications at the remote machines.
- Request Help - users can create help requests that can be directed to all or specific Control systems based on custom criteria.
- Fully configurable security allowing all features to be enabled or disabled.
- Configurable data encryption from 56 bit DES to 256 bit AES.



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NetSupport Manager Linux Client is compatible with OpenSUSE 11.2, 11.3, 11.4 and 12.1, SuSE Enterprise Desktop 11, SuSE Enterprise Server 11, Ubuntu 9.04, 9.10, 10.04, 10.10, 11.04, 11.10 and 12.04, Debian 5 and 6, Red Hat Enterprise Linux 6, CentOS 6 and 7, Linux Mint 9, 10, 11, 12, 13 and 14 and Fedora 11, 12, 13, 14, 15, 16 and 17.

#### Key features when connecting to a Linux system include:

- Browse and Discover systems across your network.
- Full Remote Control of the Linux System.
- Scan Multiple clients, allowing you to monitor up to 16 systems at a time.
- PIN Connect feature enables a technician to instantly locate a user anywhere across the enterprise, simply by both parties entering a matching PIN code, via a central PIN server module.
- Perform Remote File Transfer to and from Linux Systems.
- Two way Chat between the Control and Client Systems.
- Send Messages to one, selected or all Client Systems.
- An easy to use Client Configurator.
- Remotely Power On or Off a Linux System.
- Remotely Logout a Linux system.
- Remotely Reboot a System.
- View real time thumbnails of all connected systems.
- 'Show' Control screen to Linux Client systems
- Launch Applications and Scripts remotely for Linux systems
- Dynamically gather a full "real-time" Hardware and Software inventory from any Linux system to aid in problem resolution.
- Connectivity via TCP/IP or HTTP via the included NetSupport Internet Gateway.
- Configurable data encryption from 56 bit DES to 256 bit AES.
- Restrict connections by IP Address, User Names and Passwords.
- Fully configurable security allowing all features to be enabled or disabled.
- A powerful diagnostics tool providing all relevant system information should support be required.



**NetSupport Manager** delivers the very latest in remote PC support and desktop management capabilities. Flexibility is key in the modern IT environment and adding to the products existing multi-platform support capabilities, you can now remotely manage any Google Chrome OS device.

A NetSupport Manager Control communicates, via HTTP, with Google Chrome OS devices that are running the NetSupport Manager for Chrome Client extension.

### Key features when connecting to Chrome OS 'Client' systems include:

- A crystal clear thumbnail of each Chrome OS Client screen can be viewed by the Control in a single view.
- The Client's screen can be discreetly monitored (Watch Mode) or remote controlled in real time (Share Mode).
- For real-time instruction or demonstrations, the Chrome OS Client can be shown the Control (Windows or Mac) screen - in a browser tab, or in full screen mode.
- The Client can also be shown an application running on the Control desktop.
- Multi-monitor support – monitor Chrome OS devices running multiple monitors.
- The Client's mouse and keyboard can be 'locked' remotely.
- Chrome OS Clients can join a text 'chat' session initiated by the Control.
- Chrome OS Clients can receive messages sent by the Control.
- Remote Clipboard - the content of the Client's clipboard can be remotely retrieved by the Control during a view session. Clients can also be sent a copy of the Control's clipboard.
- Request Help facility - Clients can send a request for help to a Control.
- PIN Connect - the Client can initiate an instant connection with a Control simply by both parties entering a matching PIN code, via a central PIN server module.
- User Acknowledgement – the Client can authorise each inbound connection request.



*Remote Control any PC, Mac, Linux or Chrome desktop from anywhere with your iOS or Android device*



The NetSupport Manager Control for iOS and Android provides mobile remote control for existing NetSupport Manager remote control users remotely from any iPad, iPod, iPhone, Android Tablet or Kindle Fire.

The mobile Control allows a user to quickly search and connect to both local computers by either IP address or PC name, or to browse, connect and view remote computers utilizing the free NetSupport Manager Internet Gateway component.

The NetSupport Manager Control provides full remote control, chat and message capabilities of any remote PC running an existing NetSupport Manager Client (version 11.04 or later).

## Key Features When Using Your Mobile Device To Remote Control A NetSupport Manager Client:

- Browse your local network or an established NetSupport Internet Gateway to find remote NetSupport Manager Clients.
- PIN Connect feature allows a technician to instantly locate a user anywhere across the enterprise simply by both parties entering a unique PIN code.
- Thumbnail view of each connected Client device.
- Select, connect and interact with multiple Client devices simultaneously. (Android Only)
- See a list of previously connected Clients for instant ongoing connectivity.
- 'Recently Connected' list provides quick access to the most recently viewed Clients.
- Use home screen widgets to provide access to frequently viewed Clients (Android only).
- Remote Control – Watch (view only), Share (both parties can view and interact) or Control (remote screen and keyboard are locked) any NetSupport Manager-enabled remote PC.
- View the remote PC using pinch, pan and zoom to highlight key screen information.
- Toggle between 'touch' and 'cursor' mode if more accuracy is required when controlling a remote Client machine
- Adjust colour depth during remote control sessions from full colour, to 256, 16 or just 2 colours when reading remote documents.
- Conduct a text chat session with the remote user.
- Send a message to the remote user with an optional time-out facility. Ideal for alerting your users of impending server or email maintenance.
- Generate a full hardware inventory report for a remote device on demand.
- View the current status of wireless networks and display battery strength for a connected Client laptop. (Android Only)
- Includes powerful compression to minimise data usage.
- Use 64, 128 or 256-bit encryption for each session.
- Multi-monitor support.
- Utilise unique security keys to ensure your copy of NetSupport Manager is only accessible to your users.
- One-click send Ctrl+Alt+Delete for remote login or PC management.

## Getting Started

Install the free NetSupport Manager Control app on your device. Available from Google Play, Apple iTunes and the Amazon app store.

Visit [www.netsupportmanager.com](http://www.netsupportmanager.com) and download the NetSupport Manager Client setup file for installation on each of the computers that you want to remote control.

Wirelessly connect your device to the same network as the client computers. (Or for anywhere access, refer to [www.netsupportmanager.com](http://www.netsupportmanager.com) for details on setting up and configuring the free NetSupport Gateway – designed to support this scenario).

From the NetSupport Manager Control browse and find your Clients.

Select a Client and choose to View, Chat or send a Message.

## Any Questions?

Visit: [www.netsupportmanager.com/mobile.asp](http://www.netsupportmanager.com/mobile.asp) where you'll find answers to any initial questions you may have.